



Voter List Maintenance Image Viewer Training Guide

Election Systems and Software

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Introduction

The VLM Image Viewer is a new web based tool that has been developed to provide counties with the ability to view images of all postcards returned from the Statewide Voter List Maintenance Project. In addition, the viewer also provides users with the capability to change the status of Voter Response Cards (VRC's) that are categorized as Exceptions. This guide provides information on how to access the Image Viewer and step-by-step instructions on its use.

Image Viewer Log In

The VLM Image viewer can be accessed through a secure log in at http://vlmimageviewer.essvote.com which will take you to the log in page.



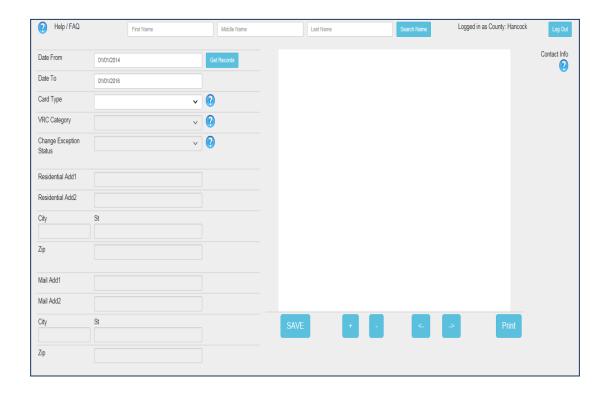
Enter your county user name and password and select "Log In". If you are having trouble logging in, or are in need of your password, please call Jeremy Martina, ES&S Project Manager, at 937 XXX XXXX.

Please note the Image Viewer has been designed and tested to work with Internet Explorer Versions 7 through 11, and Chrome Version 49.0 https://www.google.com/chrome/browser/desktop/index.html . If you do not have a compatible browser, you can download it at http://windows.microsoft.com/en-us/internet-explorer/download-ie and following the instructions.



Getting Started

Upon completion of your log in process, you will see the Image Viewer screen shown below.



Before you start using the viewer, we thought it would be helpful to describe the categories and types of cards viewable by the tool:

Returned Mail Categories

1st Mailing Returns-

This category is for cards from the initial mailing that have been returned by the USPS as "Undeliverable as Addressed." The return of this card generates the 2nd Mailing postcard for these voters.

** The second mailing postcard will produce 1 of 2 outcomes: it will either be designated as a 2nd Mailing Return (see below) or the voter will fill out and send a Voter Response Card (see below).

2nd Mailing Returns-

This category is for cards from the second mailing that have been returned by the USPS as "Undeliverable as Addressed." The return of this card results in the voter being flagged as Inactive.



Voter Response Card- This is a detachable portion of the 2nd mailing that has been returned by the voter. The card requests that the voter fill an oval next to one of three possible choices to either verify their address or provide new address information, when applicable.

Voter Response Card: Feedback from Voter

A voter is asked to respond in one of three ways:

Oval 1- The voter has confirmed their residence address shown on the card is correct. No action is taken with this voter.

Oval 2- The voter has confirmed they have moved outside the county. This voter will be flagged as cancelled.

Oval 3- The voter has confirmed they have moved within the county. The voter is requested to provide their new residence address, and new mailing address, if applicable.

Exceptions - A returned Voter Response Card is considered an exception in the following instances:

- 1. The voter does not sign the card
- 2. The voter does not fill any oval
- 3. The voter fills more than one oval
- 4. The voter fills Oval 3, but does not provide a new residence address, or the residence address is illegible
- 5. The voter fills an oval other than Oval 3, and also provides a residence address

The Image Viewer provides the ability for the user to change the status of a Voter Response Card originally listed as an exception. Exceptions are the only card type that permits user changes.



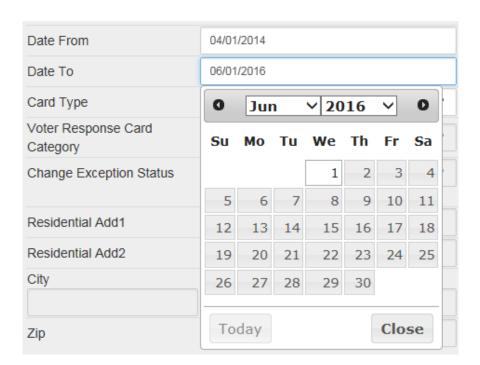
Using the Viewer

Step 1-Enter Date Information

In order to view cards, a date range must be entered. The Default date range will automatically populate with all dates for the 2016 VLM mailing when you log in.



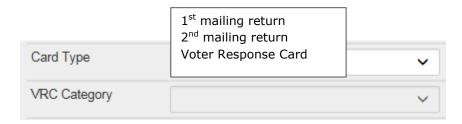
You can change the date range by entering a new date in either the "Date From" or "Date To" dialog boxes (Month/ Day/ Year). Alternatively, a calendar will appear once you click inside either date dialog box and then you're able to select a date from the calendar.



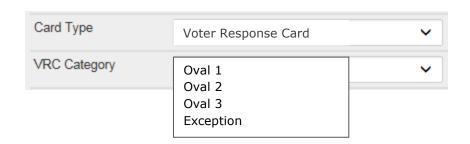


Step 2-Select Category and Card Type

In order to search and view cards, you must also select the "Card Type" of cards you wish to view from the drop down boxes.

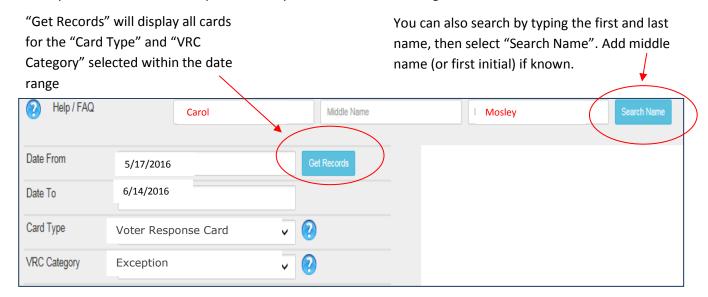


If you choose to view Voter Response Cards, you must also select "Oval 1," "Oval 2," or "Oval 3" from the Voter Response Card dropdown menu.



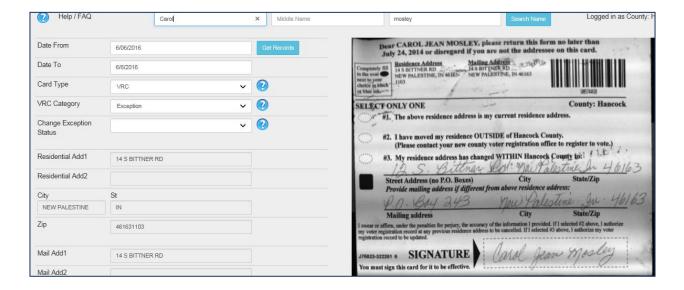
Step 3. Search for Cards

Once you have entered the required fields, you can view/search using two different methods:



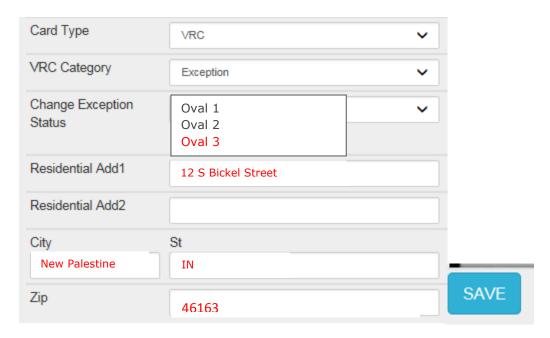


The card(s) appropriate for your selection will appear in the image viewer screen.



Step 4. Change Exception Status

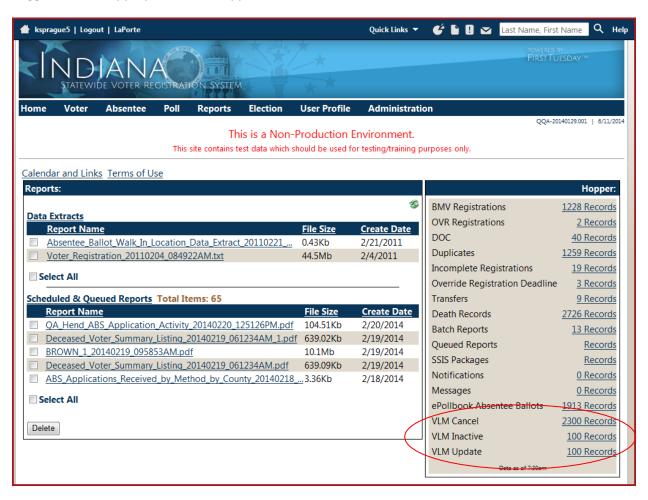
The Image Viewer allows you to change the Exception status of Voter Response Cards, if deemed appropriate. To change the status of an Exception, select the drop down from the "Change Exception Status" and choose the category you wish to change the exception to.



If the exception is changed to an Oval 1 or 2, no further action is needed once "Save" is clicked. If an exception is changed to Oval 3, you must also add address information before clicking "Save."

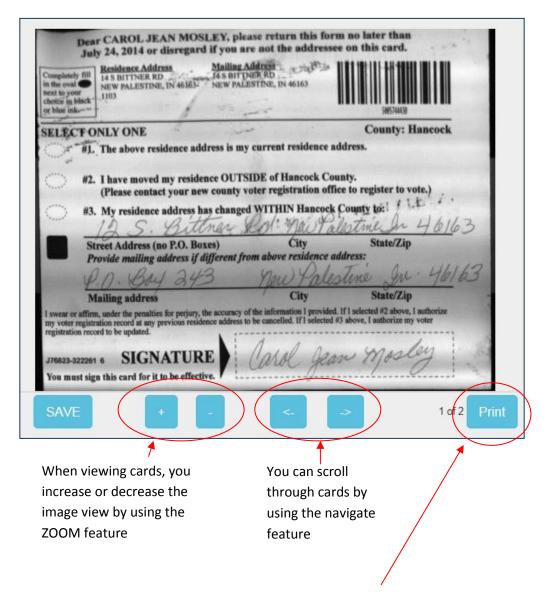


You must enter at least an address line AND the City/ State or address line AND zip code in order to change the Exception status. Upon saving, this card will be moved from the Exception category. ES&S incorporates your changes into a report file that is sent to Quest. SVRS will then process the file as flagged into the appropriate VLM Hopper.





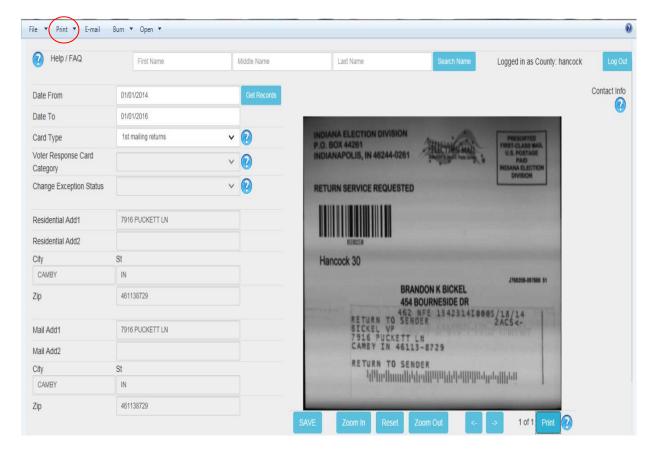
Viewing Options



Printing

The print function allows you to capture the entire screen for the card being viewed for printing purposes. The screen is captured as an $8\,\%$ " X 11" document in a JPEG format, which can then be printed using any available printer on your computer.





Note: You will be able to print from the JPEG image by clicking the print button in the upper left hand corner.



Frequently Asked Questions

Q: My screen says "image not available" when I search for a voter by name. What does this mean?

A: "Image Not Available" means a card has not been received for that voter.

Q: Is there a particular order I must follow when entering information to view cards?

A: No, there is no particular order; however, there are minimum fields which must be selected to view cards. This includes a date range and Card Type. If VRC is chosen as the card type, VRC category must also be chosen.

Q: Can I use tab to navigate the viewer?

A: Yes, clicking the tab key will allow you to navigate across all data fields.

Q: Am I required to enter data in all of the residential address fields when updating an exception to an Oval 3?

A: No, you must enter data in at least address 1 field AND either city/ state or zip code.

Q. Are there specific rules or criteria to use for changing an Exception card to another type?

A. No. Determination as to whether an Exception card should be changed is at your discretion based upon your review and evaluation of the information on the card.

Help and Contact Information

If you need help or have any questions, please contact the ES&S project manager, Jeremy Martina, as follows:

Phone: (937) 607-3626

Email: VLMHelp@essvote.com